



American Legion
MEL BAHER
COMMISSIONER



American Veterans
FRANK POCCHI
COMMISSIONER



Disabled American Veterans
DANIEL T. WEIST
COMMISSIONER



Veterans of Foreign Wars
CLAYTON E. UZELL
COMMISSIONER



Vietnam Veterans of America
BOB POTTS
COMMISSIONER

JON REISS
EXECUTIVE DIRECTOR

Cuyahoga County Veterans Service Commission

Ph: 216.698.2600 • Fax: 216.698.2650
Email: vscmail@cuyahogacounty.us
1849 Prospect Avenue • Suite 150 • Cleveland, OH 44115



MINUTES

DATE: February 18, 2015 9:30 a.m.

PRESENT: Daniel T. Weist, President
Mel Baher, Vice President
Frank Pocci, Secretary
Bob Potts, Commissioner
Clayton E. Uzell, Commissioner
Jon Reiss, Executive Director
Brian Gutkoski, Asst. County Prosecutor
Lorri Slivka, Executive Secretary

VISITORS: Dave Roman, Michelle DeCola, Luis Santiago, William Vissi, Adam Sandor, Chris Zurawski

PURPOSE: GENERAL MONTHLY MEETING

The meeting was called to order by President Dan Weist followed by the Pledge of Allegiance.

A motion was made by Clay Uzell and seconded by Frank Pocci to dispense with the reading of the Consent Agenda and to accept the agenda with the necessary corrections and/or additions. (All Commissioners have a copy of the minutes.)

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried.

STATE OF THE COMMISSION AND FINANCE REPORT (Attached)

A motion was made by Mel Baher and seconded by Bob Potts to accept the report of the Executive Director as given.

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried.

OLD BUSINESS:

The Cuyahoga County Veterans Service Commission Board will hold their spring outreach meeting on Wednesday, May 20, 2015 at VFW Post 387, 3580 W. 140th St., Cleveland, Ohio at 7:00 p.m. The purpose of this meeting is to afford the public and veterans' community an opportunity to attend a meeting at another time and location.

NEW BUSINESS:

The Board reviewed the current Guideline for Assistance (With Food, Clothing & Personal Hygiene) dated January 16, 2013. After some discussion, the consensus was to keep the guideline as is, with authorization for the Executive Director to grant humanitarian approval at Level II for food, clothing and personal hygiene under certain circumstances.

A motion was made by Mel Baher and seconded by Bob Potts to approve Resolution 2015-19 requesting authority for four CCVSC service officers to attend the National Association of County Veterans Service Officers Conference from May 31st to June 6th, 2015 in Appleton, Wisconsin, expenses not to exceed \$6,400.

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried.

GOOD OF THE ORDER:

Dave Roman, Veterans' Benefits Consultant, gave a presentation on his entrepreneurial program which can assist veterans with ideas and ways to start a home business. The CCVSC Executive Director will distribute information about the program to the veterans' community and to any veteran expressing an interest.

Jon Reiss introduced Michelle DeCola, Luis Santiago, William Vissi and Adam Sandor as the new CCVSC Benefits Coordinators. The Board extended a warm welcome to all of them and wished them success in their role at the Commission.

EXECUTIVE SESSION:

There were not items for Executive Session.

With no further business, a motion was made by Mel Baher and seconded by Frank Pocci to adjourn the meeting at 10:45 a.m.

AYES: Baher, Pocci, Potts, Uzell, Weist. NAYS: None. Motion carried.



Daniel F. Weist, President



Frank Pocci, Secretary

CONTACT INFORMATION

Requests for Financial Assistance:	Steve Fernandez, Finance Operations Manager (216-698-2391)
Filing claims with the Dept. of Veterans' Affairs:	Melinda Halliburton, Service Office Manager (216-698-2639)
Memorial Affairs:	Laurene Rutkowski, Manager (216-698-2655)
Social Work Dept.:	Terry Walker, Manager, Social Worker/Case Management (216-698-2379)
Executive Director:	Jon Reiss (216-698-2611)
Commissioners:	Lorri Slivka, Secretary to the Board (216-698-2646)

CUYAHOGA COUNTY VETERANS SERVICE COMMISSION

Progress Report on the State of the Commission

January, 2015

Issued by:

The CCVSC Commissioners

**Daniel Weist – President, DAV
Mel Baher – Vice President, American Legion
Frank Pocci – Secretary, AMVETS
Bob Potts – VVA
Clayton E. Uzell - VFW**

February 18, 2015

Submitted By: Jon Reiss – Executive Director

The following report summarizes the progress and state of the Cuyahoga County Veterans Service Commission as of January 31, 2015:

Executive:

The Executive Director

- Conducted interviews for Veterans Benefits Coordinator
- Met with Jeff Englebrecht from the Cleveland Housing Court
- Attended the Veterans Treatment Court Advisory Committee meeting
- Met with Sue Fuehrer about office space at Wade Park VA Medical Center
- Attended VOA Families First open house
- Met with Brian Maurer about VA Medical Center referrals
- Met with Richard Gebhardt about nursing home referrals
- Met with Shalom Plotkin from Right at Home
- Attended a Grassroots meeting for Cleveland Recruiting Battalion
- Attended a Homeless Stand-down
- Met with employees of the CRRC to discuss VSC programming
- Met with Diana Garnau from iHeart Media
- Attended the RISFAC meeting
- Met with SSVF and the VA Network Homeless coordinator

Customer Satisfaction Surveys

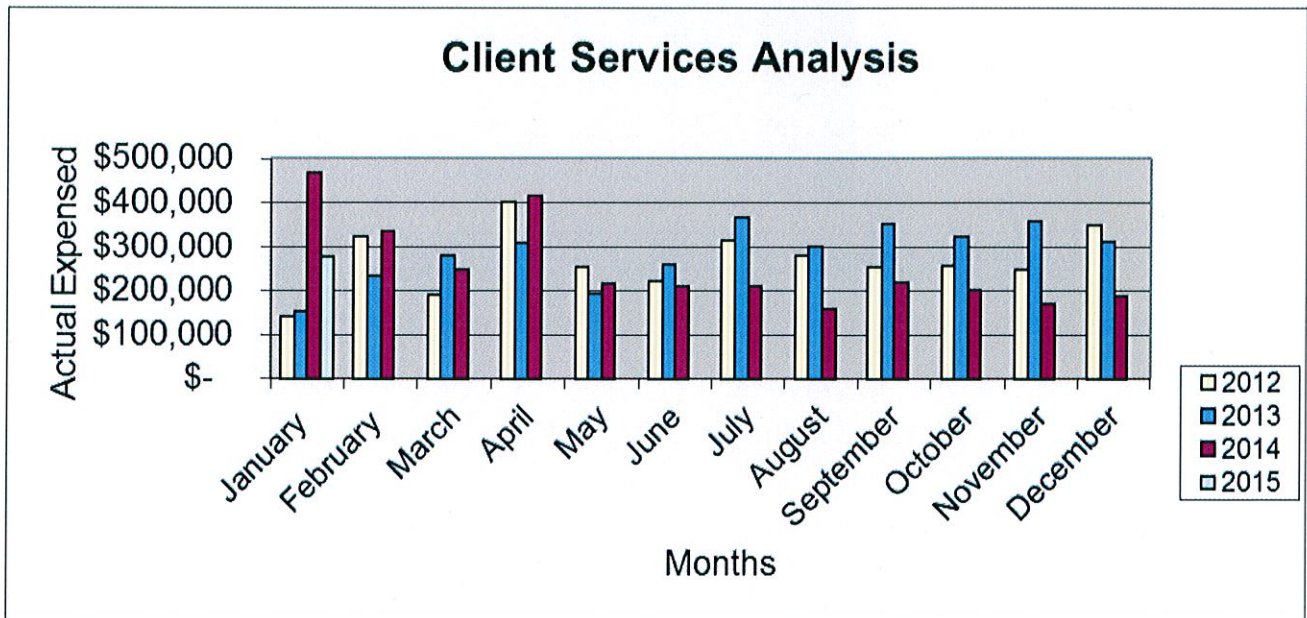
- Submitted: 20
- Positive: 20
- Negative: 0

Finance Department

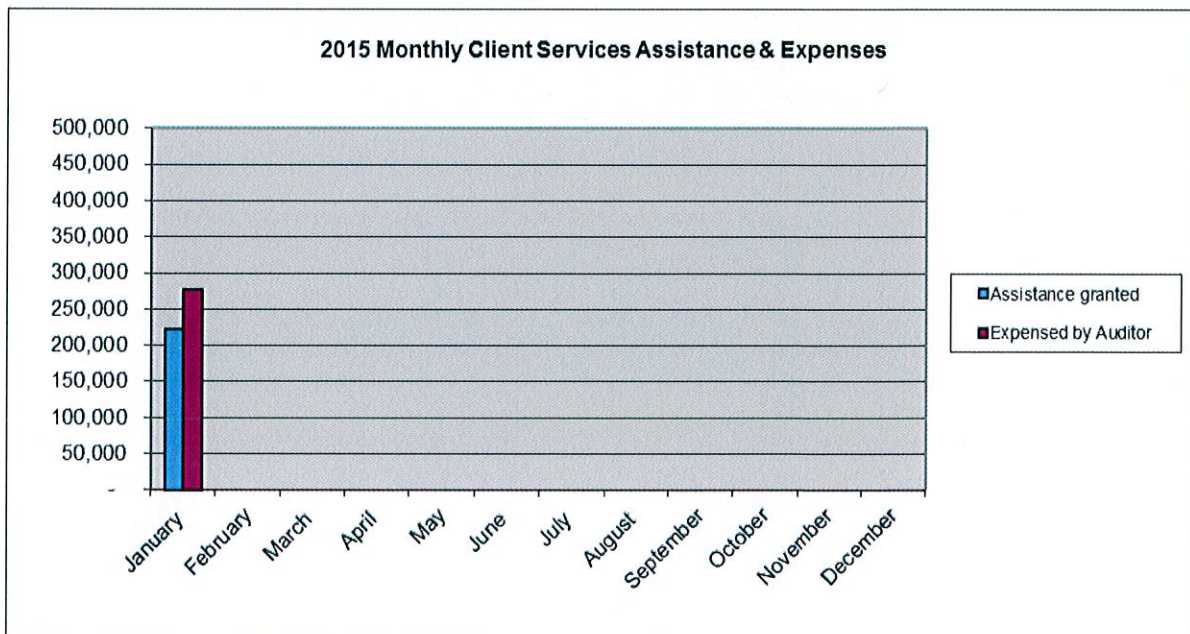
Below are selected January reports from the CCVSC Finance Department. The following charts/graphs depict the overall expenditures by area and type.

Client services include: Financial Assistance for Medical, Food, Mortgage, Rent, Utilities, Infant Layette, Personal Hygiene, Shoes & Clothing

Comparative Chart Analysis



Actual 2015 Expenses



Total 2015 Expense Analysis

	Total	YTD	YTD	Remaining	2015	Budget
	Budget	Expenditure	Encumbr	Expenditures	Projection	Variance
Salaries	1,859,336	190,258	-	1,632,425	1,822,683	36,653
Fringe Benefits	725,141	71,792	-	602,601	674,393	50,748
Commodities	33,250	1,657	-	21,593	23,250	10,000
Contract Services	428,610	87	204,606	428,523	428,610	-
Controlled Expenditures	205,879	-	-	205,879	205,879	-
Client Services	3,795,292	277,606	256,300	3,244,076	3,521,682	273,610
Other Expenditures	377,800	41,393	23,284	249,315	290,708	87,092
Capital Outlay	101,467	-	91,467	91,467	91,467	10,000
Total Expenditures	7,526,775	582,793	575,657	6,475,879	7,058,672	468,103

Assistance Department:

- January, 2015: \$277,606 (Down from \$468,264 in 2014)
- YTD 2015: \$277,606 (Down from \$468,264 in 2014)

The January Financial Assistance Department activity report follows below.

Indicator	Jan. 2015	Jan. 2014	% Change
Clients seeking assistance	792	835	-5.2%
Applications taken	778	722	7.8%
Applications withdrawn	(54)	(33)	63.6%
Applications denied	(60)	(58)	3.4%
Applications approved	664	631	5.2%
Transportation only approvals	(504)	(373)	35.1%
F/A applications approved	160	258	-38.0%

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- First Time Assistance
 - January 2015: 34 (Down from 64 in 2014)
 - 31 approved, 0 at Level III, 0 partial, 0 denied, 3 withdrawn
 - YTD 2015: 34 (Down from 64 in 2014)

Listed below is a breakdown of appeals for the month of January, 2015.

Appeal Officer workdays	17
Cases on hand at beginning of month	3
Cases received	53
Cases worked	<u>51</u>
Cases on hand at end of month	5

	January	
<u>Appeal Officer Appeals</u>	<u>2015</u>	<u>YTD</u>
Cases Approved	23	23
Cases Denied	25	25
Cases Denied/withdrawn, no show	0	0
Cases Withdrawn	<u>3</u>	<u>3</u>
Total	51	51

	January	
<u>Board Appeals</u>	<u>2015</u>	<u>YTD</u>
Cases Approved	12	12
Cases Denied	4	4
Cases Withdrawn	0	0
Cases Verifying Fraud	1	1
Client is Eligible (Review DD-214)	0	0
Fraud Not Verified	0	0
Attempted Fraud	0	0
Fraud expunged	<u>0</u>	<u>0</u>
Total	17	17

Medical and Other Transportation:

- January 2015: \$12,169.50 (YTD: \$12,169.50)
- Medical Bus Tickets: \$12,034.50 (YTD: \$12,034.50)
- Other: \$135 (YTD: \$135)

Medical and Dental Programs:

- January 2015: \$2,692 (YTD: \$2,692)
 - Dental: \$2,692 (YTD: \$2,692)
 - Vision: \$0 (YTD: \$0)
 - Hearing Aid: \$0 (YTD: \$0)

Memorial Affairs Department:

- January 2015: \$16,003.72 (Up \$3,020.72 from January, 2014)
- YTD 2015: \$16,003.72
- 17 Indigent burials
 - Air Force: 4
 - Marine: 0
 - Navy: 3
 - Army: 10

Following are the 2015 Year to Date statistics for Memorial Affairs:

	January	2015 YTD	January	2014 YTD
DD-214 Search	105	105	125	125
Benefits Counseling	659	659	1059	1059
Undelivered-Incorrect Headstone/Research	7	7	5	5
Presidential Memorial Certificates	62	62	102	102
National Cemetery Referrals	44	44	75	75
Blue Star Service Banners	0	0	0	0
Indigent Burials	17	17	13	13

Veterans Service Officers:

Parma

	<u>Jan.</u>	<u>YTD</u>
Compensation Claims	17	17
----- Follow Up	15	15
DIC Claims	2	2
----- Follow Up	0	0
Pension Claims	4	4
-----Follow Up	4	4
Medical	0	0
Power of Atty. to Service Organizations	19	19
Misc. Applications/Correspondence	118	118
All Other	<u>20</u>	<u>20</u>
Total	199	199

Interviews:
• 1,325 (YTD: 1,325)
FA Referrals:
• 25 (YTD: 25)
Total:
• 1,350 (YTD: 1,350)
Phone Calls:
• 2,248 (YTD: 2,248)

Wade Park

	<u>Jan.</u>	<u>YTD</u>
Compensation Claims	43	43
----- Follow Up	132	132
DIC Claims	2	2
----- Follow Up	3	3
Pension Claims	14	14
-----Follow Up	41	41
Medical	0	0
Power of Atty. to Service Organizations	34	34
Misc. Applications/Correspondence	283	283
All Other	<u>92</u>	<u>92</u>
Total	644	644

Main Office

	<u>Jan.</u>	<u>YTD</u>
Compensation Claims	86	86
----- Follow Up	307	307
DIC Claims	5	5
----- Follow Up	11	11
Pension Claims	29	29
-----Follow Up	163	163
Medical	12	12
Power of Atty. to Service Organizations	91	91
Misc. Applications/Correspondence	822	822
All Other	<u>275</u>	<u>275</u>
Total	1,801	1,801

Social Work

Social Work

- January Total Signed In: 103 (YTD: 103)
 - Seen: 100 (YTD: 100)
 - Not Seen: 3 (YTD: 3)
 - Offline: 8 (YTD: 8)
 - New Veterans: 16 (YTD: 16)

- Veterans Receiving Consultation: 68 (YTD: 68)
- Veterans receiving follow-up: 24 (YTD: 24)

Referrals

- Internal Referrals
 - FA: 43
 - VSO: 33

- Outside Agencies
 - VA Medical: 23
 - Employment
 - EC/ODJFS: 4
 - CEOGC: 1
 - Towards Employment (N4S): 0

Ohio Veterans Home Network:

In January, no veterans were taken to the OVH for tour and admission evaluation.

Numbers for the OVH nursing home and domiciliary are not available.

Network Updates

Mobile Kits

Tablets are finish. Training has started. Windows 8 and eVET are not allowing the scanner to scan directly into eVET. For now the staff will be scanning into the Documents folder, and uploading into eVET.

VA Satellite Employees

1 of 4 of our employees at the VA offices us VA computers. I have request that all of the employees be issued VA workstations, because I am having issues joining our PC's to their network, and I cannot trouble connectivity issues the employees have, past basic hardware checks. Contacts at the VA have promised to outfit the employees with VA workstations for the past 5 months, but only one has been issued to date.

Commissioner Laptops

Laptops will not be added to the AD. Windows updates, and security will need to be handled by the System Admin.

Printers

Purchased a new HP color printer for the admin area. Works fine.

Network Changes

A new server has been stood up with the county, to house our eVET app. Tim Verry still needs to contact John Yan for migration assistance, and contact the county SQL Engineer to come up with a plan. Mr. Verry is the lead on this project.

eVET

Some issues with the tablets/eVET still looking for the Topaz signature pads. Mr. Yan still needs to address this.

Encrypted email between the VSC and the VA

No changes, see below. But now that everyone will be using the outlook desktop application instead of the web app, we can start testing its capabilities in regards to the VA's needs. I don't think us using the desktop application will change anything though, because we're still just piggy backing off of the outlook exchange that the county purchased. They did not purchase the full blown outlook service from Microsoft, therefor we do not have the same capabilities as if we were using the more robust tool. In short, we're just dressing up the inferior product by using the Office enabling the application, and using it with our exchange account.

Submitted by:

**Jon Reiss
Executive Director**